

iStateSoft
Auto Manager
Version 2.0

User Manual

CONTENTS

INTRODUCING ISTATESOFT AUTO MANAGER	- 4 -
ADVANTAGES OF ISTATESOFT AUTO MANAGER.....	- 5 -
SYSTEM REQUIREMENTS	- 6 -
GET SUPPORT.....	- 7 -
INSTALLING	- 8 -
CAR OWNER'S WORK AREA	- 11 -
OWNER REGISTRATION	- 11 -
CREATING CAR ENTRY	- 14 -
RATES EDITING	- 16 -
RESERVATION HISTORY	- 17 -
RESPONDING TO INQUIRIES	- 18 -
INVOICING.....	- 21 -
PAYMENTS	- 23 -
PAYMENT FOR MEMBERSHIP	- 23 -
RENTER'S WORK AREA	- 26 -
RENTER REGISTRATION	- 26 -
CAR SEARCH.....	- 29 -
CHECKING OUT CAR AVAILABILITY	- 32 -
CHECKING OUT CAR RATES	- 33 -
MAKING INQUIRY.....	- 34 -
PAYING AN INVOICE.....	- 35 -
PRINT CAR DESCRIPTION PAGE.....	- 37 -

EMAIL CAR PAGE TO FRIEND	- 39 -
ADMIN’S WORK AREA	- 41 -
ISTATESOFT AUTO MANAGER USER TYPES.....	- 41 -
ADDING/EDITING NEW CAR OWNER.....	- 43 -
ADDING / EDITING NEW RENTER	- 47 -
REPORTS	- 50 -
HELP CENTER	- 52 -
TROUBLESHOOTING	- 54 -

Introducing iStateSoft Auto Manager

iStateSoft Auto Manager is a one-stop solution developed to automate day-to-day operations in small to medium car rental companies. Its rich functionality allows you to increase control over the vehicle management and boost rental fleet profit of your car rental company.

With **iStateSoft Auto Manager**, you **improve customer service**, regardless of your company size. The powerful engine of the software allows you to **easily and quickly manage either small or large inventory. iStateSoft Auto Manager takes care of reservations, payments, reports, and car presentation.** In other words, this is the tool you need to completely automate your car rental business and concentrate on efficient marketing of your service.

Using **iStateSoft Auto Manager** you benefit from the following features:

- Accurate tracking of car reservations
- Full control of car reservations
- Instant confirmation of car availability
- Automated inquiry
- Automated contact management
- Featured Cars and hot deals advertising
- Unlimited upload of car photo and movie
- Payments made right at the web site

Developed according to the latest Windows standards, **iStateSoft Auto Manager** is a proven solution, backed up by the technology power and stability.

You do not need to have strong computer knowledge to manage your vehicles with **iStateSoft Auto Manager**. Integrated into your business, it will allow you to reduce your administration and accounting costs.

Advantages of iStateSoft Auto Manager

How **iStateSoft Auto Manager** can help **car rental company owners**?

- ✓ Automate your day-to-day car reservations
- ✓ Minimize your workload and free up your time for other vital activities rather than manual management of reservations and answering phone calls.
- ✓ Reduce the efforts while increasing your revenue
- ✓ Be your own boss and collect membership payments
- ✓ Take advantage of easy browser-based fleet management

How **iStateSoft Auto Manager** can help **car owners**?

- ✓ Take full control of reservations. There is NO third party involvement.
- ✓ Do not share commissions with managing person
- ✓ Collect renters' payments right from the web site
- ✓ Have potential renters get 24 hour access to car rental information
- ✓ Publish the photos and movies of cars on the Web.

How **iStateSoft Auto Manager** can help **car renters**?

- ✓ Receive close match search results due to multiple search criteria
- ✓ Contact car owners directly, no managing persons are involved
- ✓ Get the detailed information on the car
- ✓ Pay car owners' invoices right from the web site
- ✓ Have an instant confirmation of car availability

System Requirements

To install and run **iStateSoft Auto Manager**, you need the following system requirements:

- Windows 2000
- IIS 5 +
- CDONTS
- ODBC or DSN-Less Connections
- MSSQL 2000/2005
- ASP enabled
- FTP Access

Get Support

If you fail to find the information you need in the FAQ section of the web site, or need installation or setup support, feel free to contact us. The iStateSoft Team values every customer and will be glad to answer your questions or give you a helping hand.

To get pre-sales consultation please email to:

info@istatesoft.com

To discuss sales-related and customization issues please email to:

sales@istatesoft.com

To get assistance on technical issues please email to:

support@istatesoft.com

Your feedback matters to us and allows us to improve the service we provide. We will respond to your email within 1 or 2 business days.

Installing

1. Unzip the software files to your computer making sure to preserve the directory structure that is stored in the zip file.
2. Create a directory for the iStateSoft Auto Manager on your web server (e.g. /istatesoft/) and upload all files and directories there. Be sure to upload image files (*.gif or *.jpg) in binary transfer mode and everything else in plain text mode.
4. Modify **<install_dir>/base/rConst file**. You need to specify database name, login/password to access to the database. File **asp/rConst.asp** contains site specific setting. Please change these parameters before your web site goes live.
5. Run the installation program in your browser (i.e. <http://www.yoursite.com/iStatesoft/Install/Install.asp>) and complete the installation procedure. You'll see the screens as *Image 1* and *Image 2* below.
6. Once the installation procedure is completed successfully, remove **<install_dir>/Installation directory** from your server.
7. Start entering listings. (After the installation is completed successfully you can try to access your site from the web browser.)

Should you have any questions, please contact us at:

e-mail: support@istatesoft.com

tel: +380 61 270 98 44

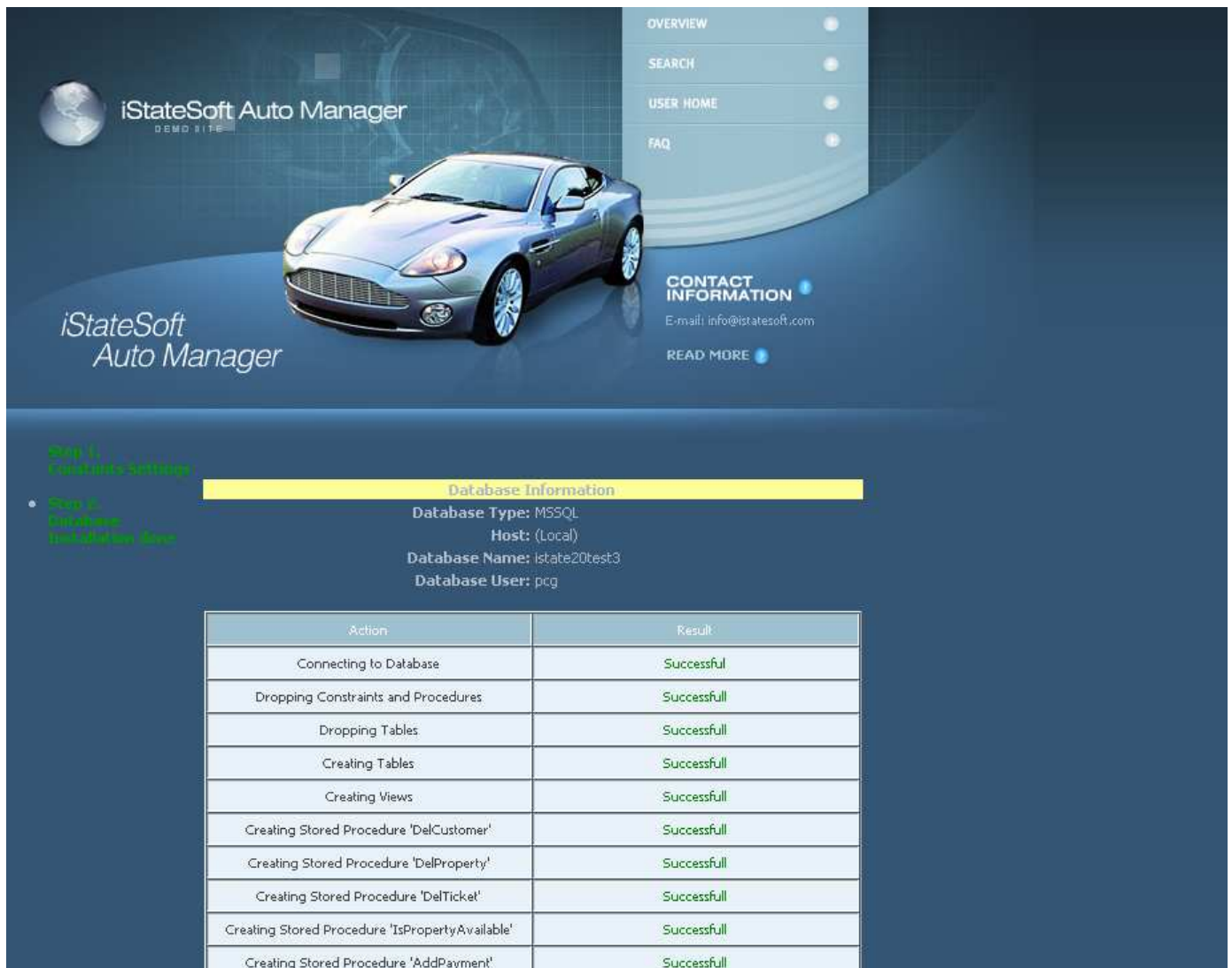
Note: *If you run Norton Antivirus on the PC, on to which you are installing iStateSoft Auto Manager, make sure you disabled "script blocking". Once you install iStateSoft Auto Manager successfully, you can turn it back on.*



The screenshot displays the iStateSoft Auto Manager demo site. The header features the iStateSoft Auto Manager logo, a navigation menu with links for Overview, Search, User Home, and FAQ, and contact information including an email address and a link to read more. The main content area shows a silver sports car. Below the car, the text 'iStateSoft Auto Manager' is displayed. To the left of the constants settings table, the steps for installation are listed: Step 1. Constants Settings and Step 2. Database Installation.

Parameter	Value
Database Type	MSSQL
Database Host Name	(Local)
Database Name	istatesoft_auto_manager_db
Database Username	istatesoft_auto_manager_user
Database Password	istatesoft_auto_manager_password
Company name	iStateSoft Auto Manager
Company URL	http://istatesoft.com/automanager/
Main Link	istatesoft.com/automanager/
Support Mail	support@istatesoft.com
Support Phone	+38 061 270 9844

Image 1 – Constants setting



iStateSoft Auto Manager
DEMO SITE

iStateSoft Auto Manager

CONTACT INFORMATION
E-mail: info@istatesoft.com
[READ MORE](#)

Database Information

Database Type: MSSQL
Host: (Local)
Database Name: istate20test3
Database User: pcg

Action	Result
Connecting to Database	Successful
Dropping Constraints and Procedures	Successful
Dropping Tables	Successful
Creating Tables	Successful
Creating Views	Successful
Creating Stored Procedure 'DelCustomer'	Successful
Creating Stored Procedure 'DelProperty'	Successful
Creating Stored Procedure 'DelTicket'	Successful
Creating Stored Procedure 'IsPropertyAvailable'	Successful
Creating Stored Procedure 'AddPayment'	Successful

Image 2 – Database installation

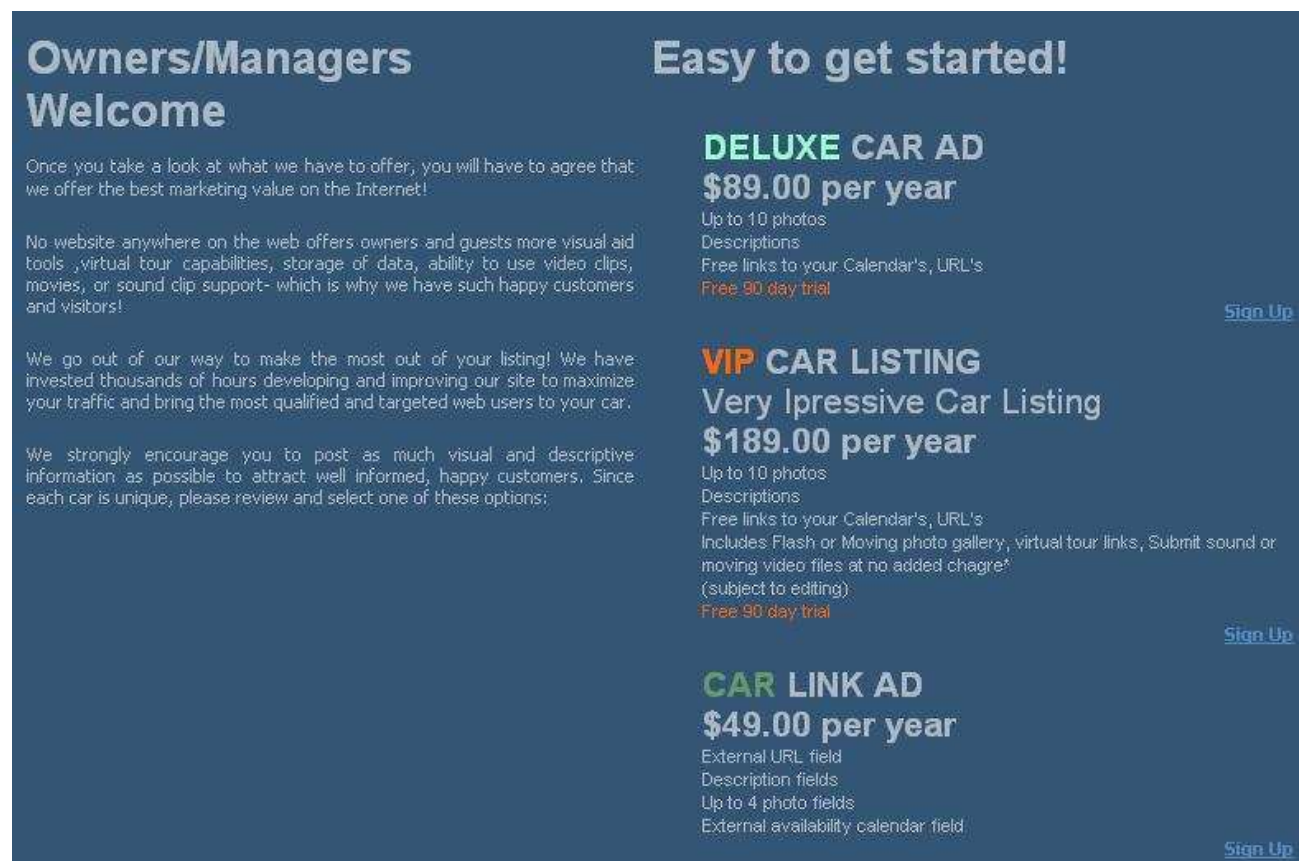
CAR OWNER'S WORK AREA

Owner Registration

iStateSoft Auto Manager has three levels of users: Car Owners, Car Renters, and Administrator. To register as Car Owner, go to login page, press "[Click here for owner's registration](#)" link:

A screenshot of a login page with a dark blue background. It features two input fields for 'Login:' and 'Password:'. Below the password field is a blue link for 'Forgot Password?'. A 'Login' button is positioned below the links. At the bottom, there is a question 'Have you not registered yet?' followed by two blue links: 'Click here for renter's registration' and 'Click here for owner's registration'.

When you press this link, you are taken to the Registration Form Page, where you can see the sign up packages, available for Car Owners:

A screenshot of a registration page with a dark blue background. On the left, under the heading 'Owners/Managers Welcome', there are three paragraphs of text. On the right, under the heading 'Easy to get started!', there are three pricing packages: 'DELUXE CAR AD' for \$89.00 per year, 'VIP CAR LISTING' for \$189.00 per year, and 'CAR LINK AD' for \$49.00 per year. Each package lists its features and includes a 'Sign Up' link at the bottom right of the package description.

Owners/Managers Welcome

Once you take a look at what we have to offer, you will have to agree that we offer the best marketing value on the Internet!

No website anywhere on the web offers owners and guests more visual aid tools, virtual tour capabilities, storage of data, ability to use video clips, movies, or sound clip support- which is why we have such happy customers and visitors!

We go out of our way to make the most out of your listing! We have invested thousands of hours developing and improving our site to maximize your traffic and bring the most qualified and targeted web users to your car.

We strongly encourage you to post as much visual and descriptive information as possible to attract well informed, happy customers. Since each car is unique, please review and select one of these options:

Easy to get started!

DELUXE CAR AD
\$89.00 per year
Up to 10 photos
Descriptions
Free links to your Calendar's, URL's
Free 90 day trial
[Sign Up](#)

VIP CAR LISTING
Very Impressive Car Listing
\$189.00 per year
Up to 10 photos
Descriptions
Free links to your Calendar's, URL's
Includes Flash or Moving photo gallery, virtual tour links, Submit sound or moving video files at no added charge* (subject to editing)
Free 90 day trial
[Sign Up](#)

CAR LINK AD
\$49.00 per year
External URL field
Description fields
Up to 4 photo fields
External availability calendar field
[Sign Up](#)

As soon as car owner selects the package, he/she presses Sign Up button, and he/she is taken to the Registration Form, where he/she should fill in the fields with his contacts, addresses, phones, etc:

Car Owner Registration

Step 1: Please setup your information/profile below.
Note: Make sure to save your Login and Password

Step 2: Use your Login and Password to login and view you profile.

Registration Type: Vip Car Listing

First Name:

Last Name:

Login:

Password:

Re-type Password:

Address 1:

Address 2:

City:

Country:

Zip:

Area Code:

Phone:

Fax:

Email:

URL:

Additional Language:

Notes:

Reference:

By submitting your registration information, you indicate that you agree to the [Terms of Service](#).
You also agree to receive required administrative and legal notices such as this electronically.

After filling in all the fields, the owner presses “Submit This Form” Button. Owner’s entries are checked automatically by the system. In case, some entries are invalid, the owner will see the error screen:

1/2 3/4 5/6

The following errors appeared:

- **First Name** must be filled
- **Last Name** must be filled
- **Login** must be filled
- **Password** must be filled
- **Address** must be filled
- **City** must be filled
- **Zip** must be filled
- **Area Code** must be filled
- **Phone** must be filled
- **Email** must be filled

If the fields are valid, the registration process is successful and owner is taken to his/her newly created account:



- 1 Car owner uses these menu items to add, manage, edit or track his/her cars.
- 2 Here is the customizable area, where you can greet your newly registered owners, and give them a detailed overview of your services.
- 3 This is a general menu, available for every user of the system. Whenever car owner encounters the issues, which require administrator's assistance, he can use this menu.

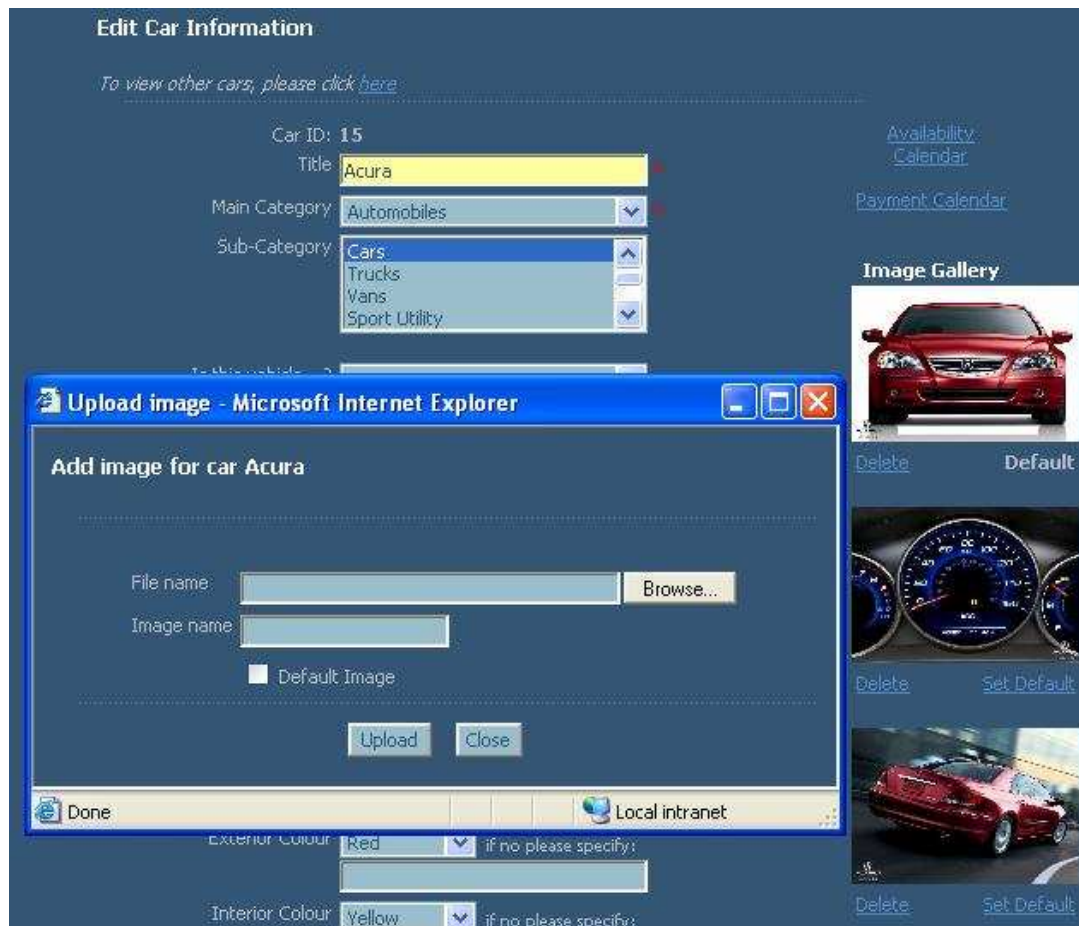
Creating Car Entry

After successful registration, owner can add his cars to his account. For this, press Cars menu at the left column, and then click on “Add a new Car” link at the main screen. You’ll see the following Car adding form:

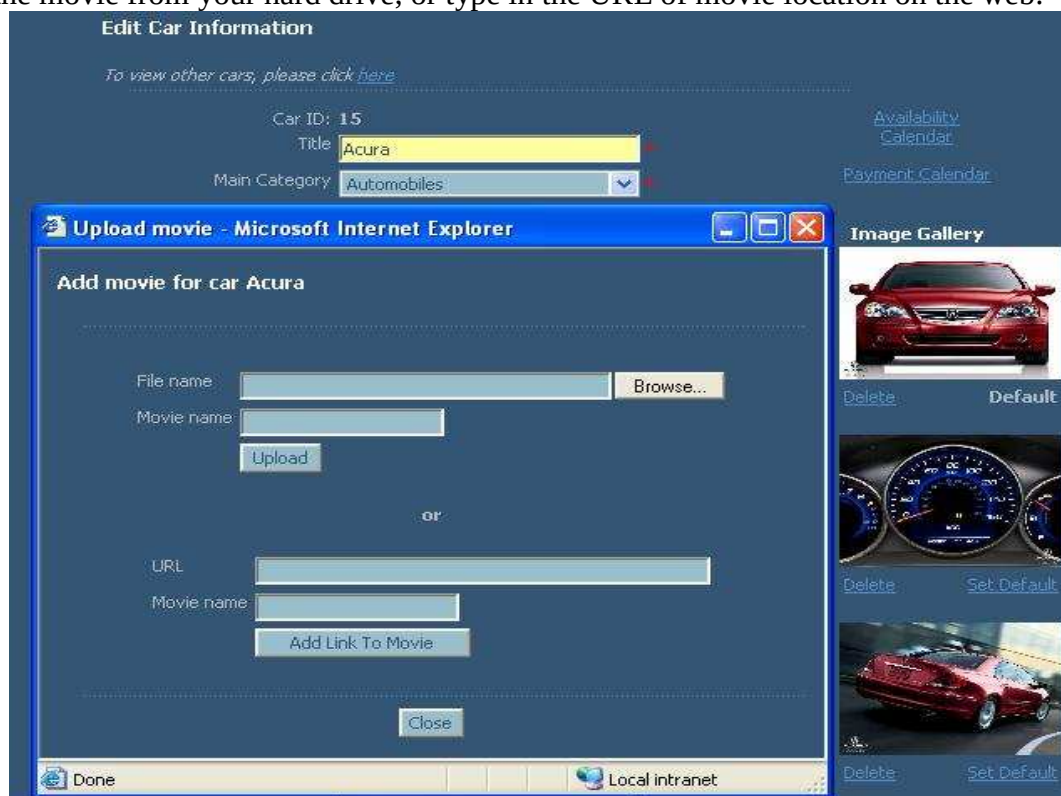
The screenshot shows a web-based form titled "Add new car" with a dark blue header. The form contains the following fields and options:

- Car Name:** A text input field with a yellow background.
- Main Category:** A dropdown menu.
- Sub-Category:** A dropdown menu with options: Cars, Trucks, Vans.
- Is this vehicle...?:** A dropdown menu.
- Status:** A dropdown menu.
- Manufacturer:** A dropdown menu with a hint "(i.e. Ford)". To its right is a link "if no please specify:" followed by a text input field.
- Model:** A text input field with a hint "(i.e. F-250)".
- Year:** A text input field with a hint "(yyyy)" and "(i.e. 1967 or 1967.5 to indicate 'half-years')".
- Price/Frequency or Unit:** A dropdown menu with a hint "(i.e. Ford)". To its right is a link "if no please specify:" followed by a text input field.
- Sale Price:** A text input field with a hint "(i.e. \$1,234.00)".
- VIN #:** A text input field.
- Exterior Colour:** A dropdown menu with a hint "if no please specify:" followed by a text input field.
- Interior Colour:** A dropdown menu with a hint "if no please specify:" followed by a text input field.
- Body Style:** A dropdown menu with a hint "if no please specify:" followed by a text input field.
- Doors:** A text input field.
- Transmission:** A dropdown menu with a hint "if no please specify:" followed by a text input field.
- Engine:** A dropdown menu with a hint "if no please specify:" followed by a text input field.

Fill in all the Car fields and click “Insert Record” button to proceed to the Edit Car Page, where you can upload the images of the car. For this, press “Add Image” link at the right part of the screen. Press “Browse” in the appeared pop up and upload the image from your hard drive:



Repeat the same for each photo of your car. You may also add the movie of your car in this screen. Click “Add Movie” link at the right part of the screen and get the pop up. Press “Browse” and upload the movie from your hard drive, or type in the URL of movie location on the web:



If a car has some outstanding tidbits, which are not included in system default check boxes, owner is allowed to add several custom fields, giving them the desired names and descriptions:

Rates Editing

Car owners are free to charge different rent fees for different times of the year. They can charge larger fee for on-season / holiday period, or smaller fee for off-season period. For this, they may use the Rates Calendar:

	Rate Name	Start Date	End Date	Daily Rate (USD)
1	4th Of July	Jun 29 2007	Jul 10 2007	\$200
2	Christmas	Dec 20 2007	Jan 10 2008	\$300
3	Weekend	Sep 01 2007	Nov 30 2007	\$100
4				
5				
6				
7				
8				
9				
10				

Time waiting payment for car: 3 days

Reservation History

To view the Rent History of his/her car, owner should login to his/her account, select “Cars” from the left-column menu, and then press “History” next to the car he/she wants to check out:

Car Information						
Car Name	Main Category	Sub-Category				
2005 Lamborghini Concept S	Automobiles	Cars	History	Edit	Delete	
2006 Ford F-250 Super Chief Concept	Automobiles	Cars	History	Edit	Delete	
2006 Honda Civic GX	Automobiles	Cars	History	Edit	Delete	
2006 Lexus LS430	Automobiles	Cars	History	Edit	Delete	
2006 Nissan Urge Concept	Automobiles	Cars	History	Edit	Delete	
2007 Pontiac Solstice GXP	Automobiles	Cars	History	Edit	Delete	
2007 Toyota FJ Cruiser	Automobiles	Cars	History	Edit	Delete	
Scion xA Speedster	Automobiles	Cars	History	Edit	Delete	
Records 1 to 8 of 8						

You'll be taken to the page where all the car rent history is stored. All the reservations, from the day the car was added till now, are recorded to this table:

Rent History			
Car	Renter	Pick-up Date	Return Date
2005 Lamborghini Concept S	test renter	01.08.2006	01.09.2006
2005 Lamborghini Concept S	test renter	01.09.2006	01.10.2006
2005 Lamborghini Concept S	test renter	01.06.2007	01.07.2007
2005 Lamborghini Concept S	test renter	01.07.2007	01.08.2007
2005 Lamborghini Concept S	test renter	01.08.2007	01.09.2007
2005 Lamborghini Concept S	test renter	01.09.2007	01.10.2007
2005 Lamborghini Concept S	test renter	01.10.2007	01.11.2007
Records 1 to 7 of 7			

Responding to Inquiries

When a car owner is logged in, he/she can look through the inquiries made by car renters, who would like to reserve this very car. For this, he/she should select “Rent Inquiries” from the left-column menu:

Rent Inquiries

You can operate by car inquiries by changing of status.

Show Only: All

Car Name	Renter Name	Pick-up Date	Return Date	Description	Firstly Processed	Status	
2005 Lamborghini Concept S	test renter	11/01/2006	12/01/2006	no comments		Open	Edit
2005 Lamborghini Concept S	test renter	10/01/2007	11/01/2007	no comments	05/06/2006	Confirmed	View
2005 Lamborghini Concept S	test renter	09/01/2007	10/01/2007	no comments	05/06/2006	Confirmed	View
2005 Lamborghini Concept S	test renter	08/01/2007	09/01/2007	no comments	05/06/2006	Confirmed	View
2005 Lamborghini Concept S	test renter	07/01/2007	08/01/2007	no comments	05/06/2006	Confirmed	View
2005 Lamborghini Concept S	test renter	06/01/2007	07/01/2007	no comments	05/06/2006	Confirmed	View
2005 Lamborghini Concept S	test renter	09/01/2006	10/01/2006	no comments	05/22/2006	Confirmed	View
2005 Lamborghini Concept S	test renter	08/01/2006	09/01/2006	no comments	05/22/2006	Confirmed	View
2005 Lamborghini Concept S	test renter	05/01/2007	06/01/2007	no comments		Unavailable	View
2005 Lamborghini Concept S	test renter	04/01/2007	05/01/2007	no comments		Unavailable	View

Records 1 to 10 of 14

You can see that some inquiries are opened, some are confirmed. In total, there are 6 inquiry statuses:

- **Open.** When a car renter sends his/her inquiry to a car owner, and the owner has not yet viewed it, this inquiry status remains open
- **Available.** If a car is available for the inquired period, and has defined rates for it, owner can change the inquiry status to **available**. The automated status email is sent to a car renter. Together with this email, there appears an invoice in a car renter's area. The inquiry dates in Availability Calendar are changed to dark-blue and they are considered to be pending:

Edit Rent Inquiry

You can operate by car inquiries by changing of status.

Car Name: 2005 Lamborghini Concept S
 Renter: test renter
 Renter Email: renter1@test.com
 Pick-up Date: 01.11.2006
 Return Date: 01.12.2006
 Renter's Comment: no comments
 Status: Available ▼
 Status Reason: Welcome!

Save Changes

Availability Calendar/ Pending Dates

Availability Calendar - Microsoft Internet Explorer

☒ Unavailable (night unavailable)
 ☒ Rental agreement pending
 ☐ Available

Click here for more information

March - 2006							April - 2006							May - 2006							
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	
				1	2	3	4							1							
5	6	7	8	9	10	11	2	3	4	5	6	7	8	7	8	9	10	11	12	13	
12	13	14	15	16	17	18	9	10	11	12	13	14	15	14	15	16	17	18	19	20	
19	20	21	22	23	24	25	16	17	18	19	20	21	22	21	22	23	24	25	26	27	
26	27	28	29	30	31		23	24	25	26	27	28	29	28	29	30	31				
							30														

June - 2006							July - 2006							August - 2006						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
				1	2	3							1							
4	5	6	7	8	9	10	2	3	4	5	6	7	8	6	7	8	9	10	11	12
11	12	13	14	15	16	17	9	10	11	12	13	14	15	13	14	15	16	17	18	19
18	19	20	21	22	23	24	16	17	18	19	20	21	22	20	21	22	23	24	25	26
25	26	27	28	29	30		23	24	25	26	27	28	29	27	28	29	30	31		
							30	31												

- Confirmed.** When a car renter pays the invoice, the entry is automatically added to Owner's Invoices, and inquiry status gets changed to "Confirmed". The automated status email is sent to a car renter again. The reserved dates in Availability Calendar are automatically changed to red and they are considered to be unavailable/reserved:

Renter Payments							
Car Name	Payment Source	Payment Type	Invoice #	Invoice Date	Invoice Sum, USD	Payment Date	Payment Sum, USD
2005 Lamborghini Concept S	ccGateway	Gateway Transfer	16	06.05.2006 11:13:46	46500	06.05.2006 11:22:16	46500
2005 Lamborghini Concept S	ccGateway	Gateway Transfer	18	06.05.2006 11:14:00	46500	06.05.2006 11:22:27	46500
2005 Lamborghini Concept S	ccGateway	Gateway Transfer	19	06.05.2006 11:14:06	46500	06.05.2006 11:22:37	46500
2005 Lamborghini Concept S	ccGateway	Gateway Transfer	17	06.05.2006 11:13:54	45000	06.05.2006 11:25:56	45000

Records 1 to 4 of 4

Availability Calendar/ Reserved Dates

Availability Calendar - Microsoft Internet Explorer

☒ Unavailable (night unavailable)
 ☒ Rental agreement pending
 ☐ Available

[? Click here for more information](#)

March - 2006							April - 2006							May - 2006						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
				1	2	3	4						1	1	2	3	4	5	6	
5	6	7	8	9	10	11	2	3	4	5	6	7	8	7	8	9	10	11	12	13
12	13	14	15	16	17	18	9	10	11	12	13	14	15	14	15	16	17	18	19	20
19	20	21	22	23	24	25	16	17	18	19	20	21	22	21	22	23	24	25	26	27
26	27	28	29	30	31	23	24	25	26	27	28	29	28	29	30	31				
							30													

June - 2006							July - 2006							August - 2006							
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	
				1	2	3						1	1	2	3	4	5				
4	5	6	7	8	9	10	2	3	4	5	6	7	8	6	7	8	9	10	11	12	
11	12	13	14	15	16	17	9	10	11	12	13	14	15	13	14	15	16	17	18	19	
18	19	20	21	22	23	24	16	17	18	19	20	21	22	20	21	22	23	24	25	26	
25	26	27	28	29	30	23	24	25	26	27	28	29	27	28	29	30	31				
							30	31													

- **Closed.** Inquiry can be opened not more than during 1 month. If invoice was not paid by a renter during this period, owner can set the status to **Closed**.
- **Unavailable.** When there are several inquiries on the same car for the same period, owner makes “available” only one inquiry, and sets “unavailable” for others.

There might be the cases when a car owner has to set up the availability calendar manually, for instance, during off-season or due to some family emergencies. Then he/she logs in to his/her account, selects the needed car, presses “Edit” and then presses “Availability Calendar” at the right upper corner of the screen:

Availability Calendar

For making some dates *unavailable* just toggle checkboxes near by day and press "update" button.

To change other car parameters, please click [here](#).

<<
May 2006
>>

S	M	T	W	T	F	S
	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6
☐ 7	☐ 8	☐ 9	☐ 10	☐ 11	☐ 12	☐ 13
☐ 14	☐ 15	☐ 16	☐ 17	☐ 18	☐ 19	☐ 20
☐ 21	☐ 22	☐ 23	☐ 24	☐ 25	☐ 26	☐ 27
☐ 28	☐ 29	☐ 30	☐ 31			

[Update](#)

May ▼
 2006 ▼
[Go](#)

Invoicing

To start working with invoices, owner presses Invoices button at the left side menu, and sees the following screen:

Renter Invoices						
Car	Date Entered	Renter Name	Renter Email	Amount	Paid	
2005 Lamborghini Concept S	06.05.2006 11:13:46	test renter	tenter1@test.com	46500	46500	Payments
2005 Lamborghini Concept S	06.05.2006 11:13:54	test renter	tenter1@test.com	45000	45000	Payments
2005 Lamborghini Concept S	06.05.2006 11:14:00	test renter	tenter1@test.com	46500	46500	Payments
2005 Lamborghini Concept S	06.05.2006 11:14:06	test renter	tenter1@test.com	46500	46500	Payments
2005 Lamborghini Concept S	06.05.2006 11:14:11	test renter	tenter1@test.com	45000	0	Edit Delete Payments
2005 Lamborghini Concept S	22.05.2006 10:40:12	test renter	tenter1@test.com	46500	0	Edit Delete Payments
2005 Lamborghini Concept S	22.05.2006 10:40:27	test renter	tenter1@test.com	45000	0	Edit Delete Payments

Records 1 to 7 of 7

[Add New Invoice](#)

Buttons “Edit”, “Delete”, and “Payments” allow owner to edit invoice information, delete an invoice or see Renter’s payment history.

To add a new invoice, he/she click the “Add New Invoice” link at the bottom of the form and he/she is taken to this screen:



The screenshot shows a web form titled "Add New Invoice" on a dark blue background. The form contains the following fields:

- Car:** A dropdown menu with "2006 Honda Civic GX" selected.
- Renter:** A dropdown menu with "renter renter" selected.
- Amount:** A text input field containing "4500".
- Description:** A large, empty text area.

At the bottom of the form is a button labeled "Insert Record".

Payments

To see payments, made by Car renters for car reservations, owner presses “Payments” button at the left side menu and sees the following table with Car Name, source, amount paid, etc.:

Renter Payments							
Car Name	Payment Source	Payment Type	Invoice #	Invoice Date	Invoice Sum, USD	Payment Date	Payment Sum, USD
2005 Lamborghini Concept S	ccGateway	Gateway Transfer	16	06.05.2006 11:13:46	46500	06.05.2006 11:22:16	46500
2005 Lamborghini Concept S	ccGateway	Gateway Transfer	18	06.05.2006 11:14:00	46500	06.05.2006 11:22:27	46500
2005 Lamborghini Concept S	ccGateway	Gateway Transfer	19	06.05.2006 11:14:06	46500	06.05.2006 11:22:37	46500
2005 Lamborghini Concept S	ccGateway	Gateway Transfer	17	06.05.2006 11:13:54	45000	06.05.2006 11:25:56	45000

Records 1 to 4 of 4

Payment for Membership

Owners can be charged for membership. If the web site is not a free service, then owners should make membership payment as soon as they create their account. They may do it by pressing the Make Payment Button at the left side menu. Here is what they will see:

Payments				
Payment Source	Payment Type	Payment Gateway	Payment Date	Payment Sum, USD
ccGateway	Gateway Transfer	cc	05.05.2006 12:14:50	189
ccGateway	Gateway Transfer	cc	05.05.2006 12:16:25	189
ccGateway	Gateway Transfer	cc	06.05.2006 11:18:00	189
ccGateway	Gateway Transfer	cc	06.05.2006 11:18:13	189
ccGateway	Gateway Transfer	cc	06.05.2006 11:18:23	189
ccGateway	Gateway Transfer	cc	06.05.2006 11:18:35	189

Records 1 to 6 of 6

Information about your **Owned Cars** will be available within **2856** day(s).

[Make Payments for Membership](#) **189 USD / 365 days**

Then owner clicks Make Payments for Membership link and proceeds with the order:

Payment Method

Please select the preferred payment method to use on this order.

Please Select 

Authorize.net 

Credit Card Owner:

Credit Card Number:

Credit Card Expiry Date:

Credit Card

Credit Card Owner:

Credit Card Number:

Credit Card Expiry Date:

iPayment

Credit Card Owner:

Credit Card Number:

Credit Card Expiry Date:

Credit Card Checknumber: (located at the back of the credit card)

Continue Checkout Procedure to confirm this order.

[Continue](#)

[Delivery Information](#) [Payment Information](#) [Confirmation](#) [Finished!](#)

As soon as owner checks the box opposite the credit card (in case he/she pays by credit card), enters his/her cc number and presses “Continue” button, he/she’s taken to Confirmation page:

The screenshot shows a web form with a dark blue background. At the top, under the heading "Payment Method", there is a label "Authorize.net:". Below this, under the heading "Payment Information", there is a label "Authorize.net: Visa". Further down, there are three labels with corresponding values: "Credit Card Owner: owner owner", "Credit Card Number: 4111XXXXXXXX1111", and "Credit Card Expiry Date: January, 2007". In the bottom right corner, there is a button labeled "Confirm Order". At the bottom of the form, there is a progress bar with four steps: "Delivery Information", "Payment Information", "Confirmation", and "Finished!". The "Payment Information" step is currently active, indicated by a small yellow square above it.

When owner presses “Confirm Order”, he’s taken back to Payments page.

RENTER'S WORK AREA

Renter Registration

iStateSoft Auto Manager has three levels of users: Car Owners, Car Renters, and Administrator. To register as Car Renter, go to login page, press "[Click here for renter's registration](#)" link:



Login:

Password:

[Forgot Password?](#)

Have you not registered yet?

Click [here](#) for *renter's* registration

Click [here](#) for *owner's* registration

When you press this link, you are taken to the Registration Form Page, where you should fill in the form fields:

Renter Registration

Step 1: Please setup your information/profile below.
Note: Make sure to save your Login and Password

Step 2: Use your Login and Password to login and view you profile.

First Name:

Last Name:

Login:

Password:

Re-type Password:

Address 1:

Address 2:

City:

Country:

Zip:

Area Code:

Phone:

Fax:

Email:

Additional Language:

Notes:

By submitting your registration information, you indicate that you agree to the [Terms of Service](#).
You also agree to receive required administrative and legal notices such as this electronically.

After filling in all the fields, the owner presses “Submit This Form” Button. Renter’s entries are checked automatically by the system. In case, some entries are invalid, the renter will see the error screen:



If the fields are valid, the registration process is successful and renter is taken to his/her newly created account:



- 1 Renter uses these menu items to make an inquiry, to manage his/her profile, track his/her payments for car rent.
- 2 Here is the customizable area, where you can greet your newly registered renters, and give them a detailed overview of your services.
- 3 This is a general menu, available for every user of the system. Whenever a renter encounters the issues, which require administrator's assistance, he can use this menu.

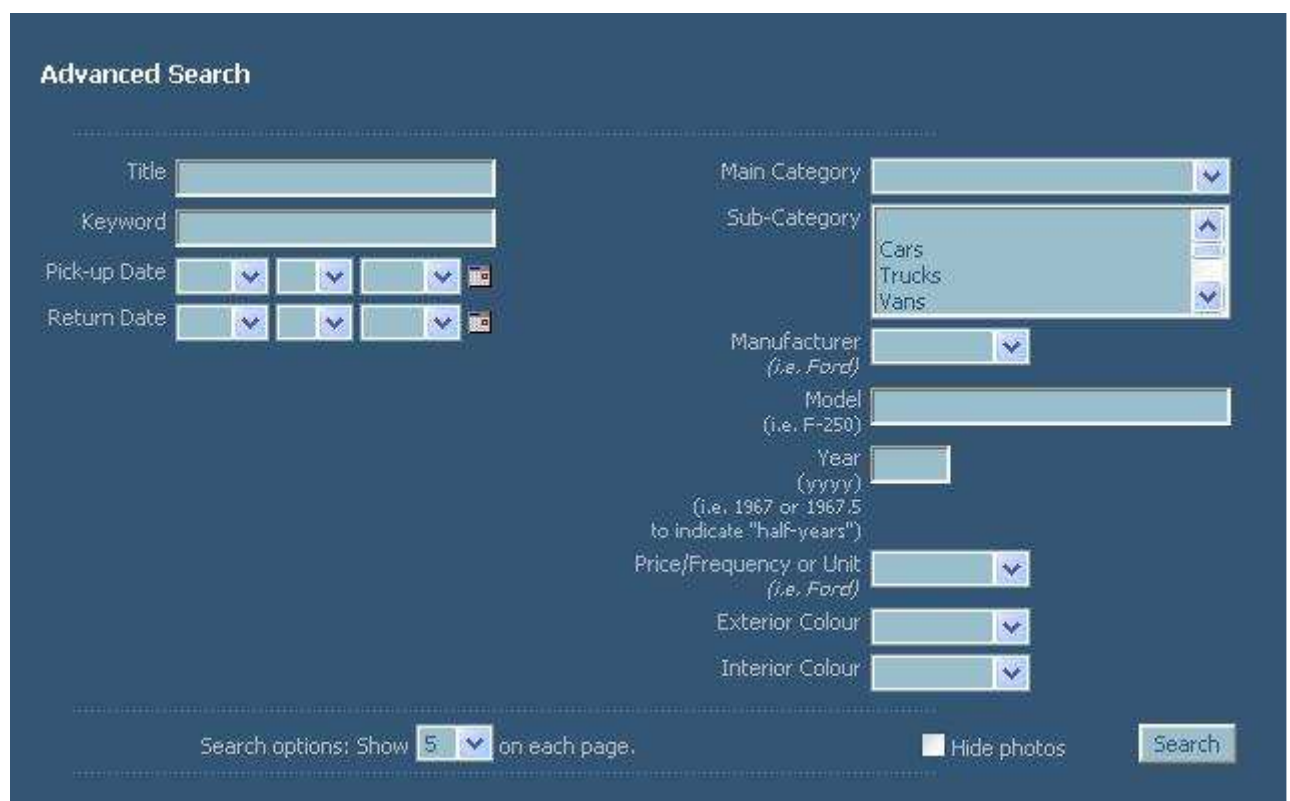
Car Search

To search for a car, a renter can use simple or advanced search option. Simple search looks in the following way:



A vertical search form with a blue header that says "CLICK HERE TO START SEARCH" with a magnifying glass icon. Below the header are eight input fields: "Listing #" (text), "Manufacturer" (dropdown), "Model" (text), "Year" (text), "Price/Frequency or Unit" (dropdown), "Exterior Colour" (dropdown), and "Interior Colour" (dropdown).

Renter can receive close match search results, if he/she uses Advanced Search:



An advanced search form with a blue header that says "Advanced Search". The form is divided into two columns. The left column contains: "Title" (text), "Keyword" (text), "Pick-up Date" (calendar icon), and "Return Date" (calendar icon). The right column contains: "Main Category" (dropdown), "Sub-Category" (dropdown menu showing "Cars", "Trucks", and "Vans"), "Manufacturer" (dropdown with example "(i.e. Ford)"), "Model" (text with example "(i.e. F-250)"), "Year" (text with example "(i.e. 1967 or 1967.5 to indicate 'half-years')"), "Price/Frequency or Unit" (dropdown with example "(i.e. Ford)"), "Exterior Colour" (dropdown), and "Interior Colour" (dropdown). At the bottom, there is a "Search options: Show 5 on each page." (with a dropdown for "5"), a "Hide photos" checkbox, and a "Search" button.

After submitting the search criteria, renter is taken to the search results page:

12 Car Rentals Have Been Found. Listing(s) 1 - 5 are shown.

SEARCH RESULT

2005 Lamborghini Concept S



Main Category Automobiles

Sub Category Cars

Year 2005

2006 Ford F-250 Super Chief Concept



Main Category Automobiles

Sub Category Cars

Manufacturer Ford

Model F-250

Year 2006

2006 Honda Civic GX



Main Category Automobiles

Sub Category Cars

Year 2006

Price/Frequency or Unit Not Applicable

2006 Lexus LS430



Main Category Automobiles

Sub Category Cars

Year 2006

2006 Nissan Urge Concept



Main Category Automobiles

Sub Category Cars

Manufacturer New Holland

Year 2006

By clicking the Car Model Link or the Car Photo, renter is taken to the Detailed Car Description Page:

[Availability Calendar](#)
[Inquiry](#)

2006 Honda Civic GX

Listing number: 7
Available: Yes

[Email Page](#) [Print Page](#)





[<< prev](#) [Show picture in original size](#) [next >>](#)

Main Category Automobiles
Sub Category Cars

This vehicle For Rent
Status Active
Manufacturer Honda
Year 2006
Price/Frequency or Unit Not Applicable

Features

- ABS Brakes
- Rear Wiper
- Balcony
- Delay Wipers
- BBQ-Gas
- Alloy Wheels
- Sunroof
- Fog Lamps
- Color Keyed Trim
- Fireplace
- Keyless Entry
- Spoiler
- Gated Community
- Alarm
- Leather Interior

The above page contains the detailed description of car including the photos, movies, descriptions, attractions, and car owner's contacts. If you scroll to the end of the page, you'll see owner contact information:



Contact Owner

Contact Via Email: [click here](#)

Contact Name: owner owner

Phone Number: +38 061 270 98 44

Remember: "Say you found it on iStateSoft.com "

Checking out Car Availability

To check if the selected car is available on certain period, renter can check out Availability Calendar at the left corner of the screen, above car photos. When clicked, it opens a new window:


Availability Calendar - Microsoft Internet Explorer

 Unavailable (night unavailable)
  Rental agreement pending
 ☐ Available

 Click here for more information

March - 2006

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

April - 2006

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

May - 2006

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

June - 2006

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

July - 2006

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

August - 2006

S	M	T	W	T	F	S
	1	2	3	4	5	
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

September - 2006

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

October - 2006

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

November - 2006

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

December - 2006

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

January - 2007

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

February - 2007

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	

Close

Year: 2007

If the car is available on the desired period, renter may make an inquiry.

Checking out Car Rates

To check out the Car Rental Rates for different periods, renter can refer to the Rates Calendar, located at the same Detailed Car Description Page:

Rates					
Season (eg: High, Mid, Low, Easter)	Start Date	End Date	Daily Rate (USD)		
Event	01/01/06	31/12/06	1500	Rent Now	
Event	01/01/07	31/12/07	1500	Rent Now	
Event	01/01/08	31/12/08	1500	Rent Now	
Event	01/01/09	31/12/09	-	Rent Now	

Making Inquiry

To make an Inquiry, renter should scroll down Detailed Car Description Page, till he sees the Rates Calendar (see above). If he/she clicks the Rent Now link he/she is taken to the email form page:

Send Inquiry To Car Owner

Car: [2005 Lamborghini Concept S](#)

PERSONAL INFORMATION:

Name: *

Email: *

Telephone:

RENTAL DATE & TIME:

Pick-up Date: *

Pick-up Time:

Return Date: *

Return Time:

RENTAL LOCATION INFORMATION:

Airport/Location Code: * [Look-up for airport codes](#)

OR

City: *

Country: *

State:

ADDITIONAL INFORMATION:

Arriving Airline:

Flight Number:

Questions and Comments:

The submitted info is sent to owner's email, and when he/she replies, the message will be sent to renter's email, specified in Email field of this form.

Paying an Invoice

Renter's menu has "Invoices" button. When clicked, it displays the page where all the renter's invoices are collected. When car owner sends his/her invoice to renter, it's getting stored to this table:

Invoices							
Car	Date Entered	Owner Name	Owner Email	Amount	Paid		
2005 Lamborghini Concept S	06.05.2006 11:13:46	owner owner	owner@owner.com	46500	46500	History	
2005 Lamborghini Concept S	06.05.2006 11:13:54	owner owner	owner@owner.com	45000	45000	History	
2005 Lamborghini Concept S	06.05.2006 11:14:00	owner owner	owner@owner.com	46500	46500	History	
2005 Lamborghini Concept S	06.05.2006 11:14:06	owner owner	owner@owner.com	46500	46500	History	
2005 Lamborghini Concept S	06.05.2006 11:14:11	owner owner	owner@owner.com	45000	0	Pay	History
2005 Lamborghini Concept S	22.05.2006 10:40:12	owner owner	owner@owner.com	46500	0	Pay	History
2005 Lamborghini Concept S	22.05.2006 10:40:27	owner owner	owner@owner.com	45000	0	Pay	History
Records 1 to 7 of 7							

To pay this Invoice by Credit Card or Payment Gateway, renter clicks the Pay link and he/she is taken to the Page where he should select the method of paying and then proceed with the order:

Payment Method

Please select the preferred payment method to use on this order.

Please Select 

Authorize.net 

Credit Card Owner:

Credit Card Number:

Credit Card Expiry Date:

Credit Card 

Credit Card Owner:

Credit Card Number:

Credit Card Expiry Date:

iPayment 

Credit Card Owner:

Credit Card Number:

Credit Card Expiry Date:

Credit Card Checknumber: (located at the back of the credit card)

Continue Checkout Procedure to confirm this order.

Delivery Information  Payment Information Confirmation Finished

As soon as a renter checks the box opposite the credit card (in case he/she pays by credit card), enters his/her cc number and presses "Continue" button, he/she's taken to Confirmation page:

Payment Method
Authorize.net

Payment Information

Authorize.net: Visa

Credit Card Owner: test renter

Credit Card Number: 4111XXXXXXXX1111

Credit Card Expiry Date: January, 2007

[Confirm Order](#)

[Delivery Information](#) [Payment Information](#) [Confirmation](#) [Finished!](#)

When a renter presses “Confirm Order”, he’s taken back to Invoices page.

Print Car Description Page

While searching the cars, a renter can print the page, where the car he likes is described. He/she can then show it to his/her family/friends to consider the car for rent. For this, he/she goes to car description page and clicks “Print Page” link above the car photo:

[Availability Calendar](#)
[Inquiry](#)

Image Gallery



2006 Lexus LS430

Listing number: 8
Available: Yes

[Email Page](#) [Print Page](#)



[<< prev](#) [Show picture in original size](#) [next >>](#)

Main Category Automobiles
Sub Category Cars

This vehicle For Sale or Lease
Status Accepting Bids
Manufacturer Lexus
Year 2006

Features

- ABS Brakes
- Rear Wiper

Once clicked, the pop up window with car description of print-friendly format appears:

2006 Lexus LS430

 Listing number: 8
Available: Yes

[\[PRINT THIS PAGE\]](#)



Main Category Automobiles

Sub Category Cars

This vehicle For Sale or Lease

Status Accepting Bids

Manufacturer Lexus

Year 2006

- ABS Brakes
- Rear Wiper

If scrolled down, the page displays the full description of the selected car.

Email Car Page to Friend

While searching the cars, a renter can come across the vehicle, which is not appropriate for himself/herself, but ideal for his/her friend. To let a friend know about this particular car, a renter can email the page with a detailed car description right from the web site, by using the “Email Page” link above the car photo:

[Availability Calendar](#)
[Inquiry](#)

2006 Lexus LS430

Listing number: 8
Available: Yes

[Email Page](#) [Print Page](#)



<< prev [Show picture in original size](#) next >>

Main Category Automobiles
Sub Category Cars

This vehicle For Sale or Lease
Status Accepting Bids
Manufacturer Lexus
Year 2006

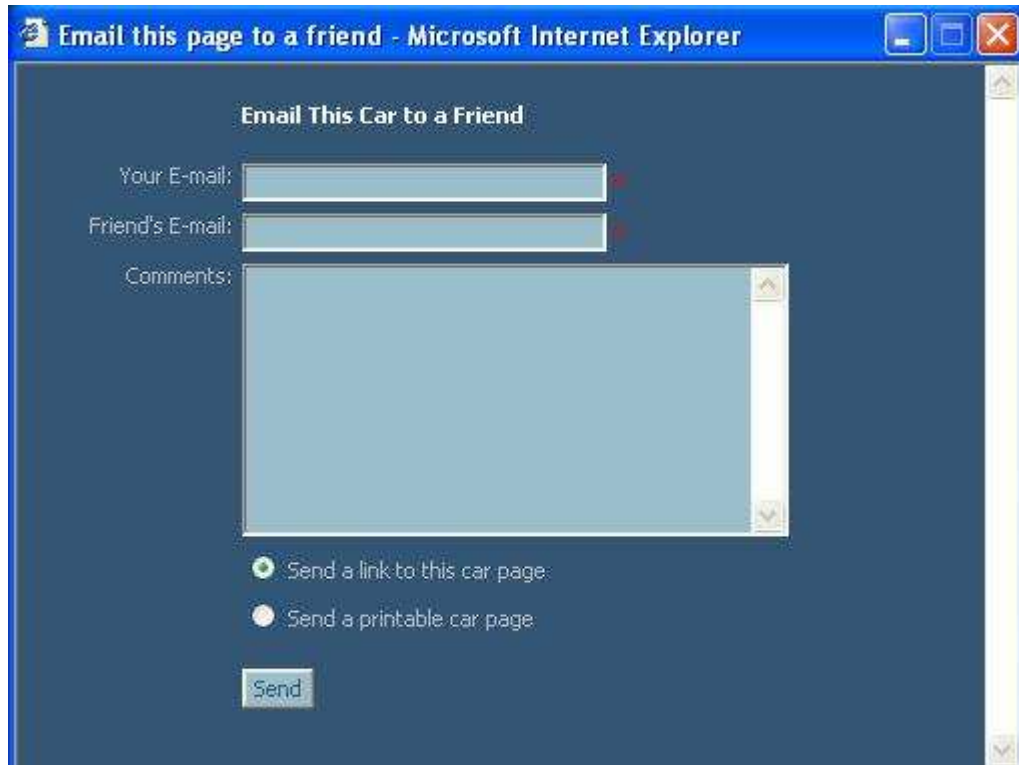
Features

- ABS Brakes
- Rear Wiper

Image Gallery



Once clicked, the pop up window with email form appears:



The option allows a renter to forward the info on a car to a friend's email either by sending the direct link to the web page, where the car is described, or by sending a printable page.

NOTE: "Search", "Email to a friend" and "Print Page" options are available to regular visitors of the web site, who do not have to register as renter to use them.

ADMIN'S WORK AREA

iStateSoft Auto Manager User Types

Administrator of the Car Rental Portal, working on iStateSoft Auto Manager engine should know that there are two types of members: Car Owners and Car Renters. Besides, owners can be signed up for different plans. This is also controlled by administrator. To set up these plans, available for owners to sign up for, administrator selects "Customer Types" button at the left side menu of his account and he is taken to this page:

Customer Types

Id	Name	Photos	Flash & Videos	Cars	Appliance	Attraction	Feature	Direct Contact	External calendar	Affiliate
1	DELUXE CAR AD	10	10	5				+	+	
2	Vip Car Listing	10	10	15		+	+	+	+	
3	Car Link AD	4	0	5				+		
4	Affiliate	0	0	5						+

[Add New Customer Type](#)

To delete or edit the existing Owner Type, scroll the horizontal bar to the rightmost and click Edit or Delete:

Customer Types

ture	Direct Contact	External calendar	Affiliate	Duration	Price	Commission	Custom fields	Trial duration	
	+	+		365	89	10	3	0	Edit Delete
+	+	+		365	189	0	2	90	Edit Delete
	+			365	49	0	0	-1	Edit Delete
			+	365	25	10	0	-1	Edit Delete

[Add New Customer Type](#)

To add a new Customer type, administrator should click Add New Customer Type link below the table with existing types. Once clicked, he is taken to Customer Type creation page with a built-in HTML editor:

Add New Customer Type

Name:

of cars (-1 for unlimited):

of photos (-1 for unlimited):

of Flash or Video (-1 for unlimited):

of custom fields:

Appliance: ☐

Attraction: ☐

Features: ☐

Direct Contact/External URL: ☐

External calendar: ☐

Affiliate: ☐

Duration, days (-1 for unlimited):

Trial duration, days:

Price, USD:

Commission, %:

HTML Header:

Arial 3 (12 pt) **B** *I* U $\times_2$ $\times^2$

This is the **BEST** membership plan!

This form allows administrator to enter the allotted number of car photos/movies, which an owner can upload, by signing up to the given membership level. Administrator can also set up the account duration, price, number of custom fields, etc.

Adding/Editing New Car Owner

As soon as a new owner registers, administrator can see his/her details in newly created account as well as the car details, if owner has added his/her car by that time. To see the cars which have been added by owners, administrator selects “Cars” at the left column menu:

Car Information					
Car Name	Main Category	Sub-Category			
ALFA ROMEO	Automobiles	Cars	History	Edit	Delete
ANOTHER CAR	Automobiles	Vans	History	Edit	Delete
BMW	Trailers / RVs	Cars	History	Edit	Delete
Records 1 to 3 of 3					
Add New Car					

To view the rent history of this car, administrator clicks “History” link.

To edit car information, administrator clicks “Edit” and sees the following page:

Edit Car Information

To view other cars, please click [here](#)

Car ID: 5
☒ Enabled
☐ Featured

Title

Main Category

Sub-Category

Trucks
Vans
Sport Utility

Is this vehicle...?

Status

Manufacturer if no please specify:

Model (i.e. F-250)

Year (yyyy) (i.e. 1967 or 1967.5 to indicate "half-years")

Price/Frequency or Unit if no please specify: (i.e. Ford)

Sale Price (i.e. \$1,234.00)

VIN #

Exterior Colour if no please specify:

Interior Colour if no please specify:

[Availability Calendar](#)

[Payment Calendar](#)

Image Gallery



Delete
Default



Delete
Set Default



Delete
Set Default

Ticked checkbox “Enabled” at the top of this page means that the car information, entered by car owner was enabled and is available on the web site for viewing. If enabled, car information will be seen in search results.

Ticked checkbox “Featured” is admin-only feature. Any car can be selected as “Featured” and be displayed at the start page of the web site or web site section, if “Featured” checkbox next to it is ticked:

OVERVIEW



iStateSoft Auto Manager is a one-stop solution developed to automate day-to-day operations in car rental companies of all sizes. Its rich functionality allows you to increase control over the vehicle management and boost rental fleet profit of your car rental company.

With **iStateSoft Auto Manager**, you improve customer service, regardless of your company size. The powerful engine of the software allows you to easily and quickly manage either small or large inventory.

iStateSoft Auto Manager takes care of reservations, payments, reports, and car presentation. In other words, this is the tool you need to completely automate your car rental business and concentrate on efficient marketing of your service.

Using **iStateSoft Auto Manager** you benefit from the following features:

- Accurate tracking of car reservations;
- Full control of car reservations;
- Instant confirmation of car

FEATURED CARS

2005 Lamborghini Concept 5



Main Category: Automobiles
This vehicle: Display Only
Status: Active
Year: 2005

[READ MORE](#)

2006 Ford F-250 Super Chief Concept



Main Category: Automobiles
This vehicle: For Lease
Status: Sold
Year: 2006

[READ MORE](#)

2006 Nissan Urge Concept



Main Category: Automobiles
This vehicle: For Sale or Lease
Status: Accepting Bids
Year: 2006

[READ MORE](#)

2007 Pontiac Solstice GXP



Main Category: Automobiles
This vehicle: For Rent
Status: Reduced
Year: 2007

[READ MORE](#)

CAR SEARCH

[ADVANCED](#)

[CLICK HERE TO START SEARCH](#)

Listing #

Manufacturer

Model

Year

Price/Frequency or Unit

Exterior Colour

Interior Colour

[CLICK HERE TO START SEARCH](#)

Save changes by clicking “Save changes” button at the bottom of the page.

Thus, iStateSoft Auto Manager has two options of adding car owners: 1) A car owner can register himself through the registration form at the start page (see Owner's Work Area Section); 2) Administrator can add a car owner via his administration panel. To do this, administrator selects "Owners" in the left column menu, and then presses "Add a New Owner" link:

Owners

Id	Login	First Name	Last Name	Country	State	City			
9	2	owner	owner	United States		0	Cars	Edit	Delete
12	kedra	Stacey	Daniels	United States		City	Cars	Edit	Delete
1	root	Charlie	Root	United States		00	Cars	Edit	Delete
5	test2@test.com	test	user #2	United States		0	Cars	Edit	Delete
4	test3@test.com	test	user #3	United States		0	Cars	Edit	Delete

Records 1 to 5 of 5

[Add New Owner](#)

By clicking the link, administrator is taken to a New User Form:

Add New User

.....

User Type: **Owner**

First Name:

Last Name:

Customer Type: **DELUXE CAR AD** ▼

Login:

Password:

Re-enter Password:

Country: **United States** ▼

State: **California** ▼

City:

Address:

Zip:

Area Code:

Phone:

Fax:

Email:

Url:

Links:

Additional Language: **English** ▼

Notes:

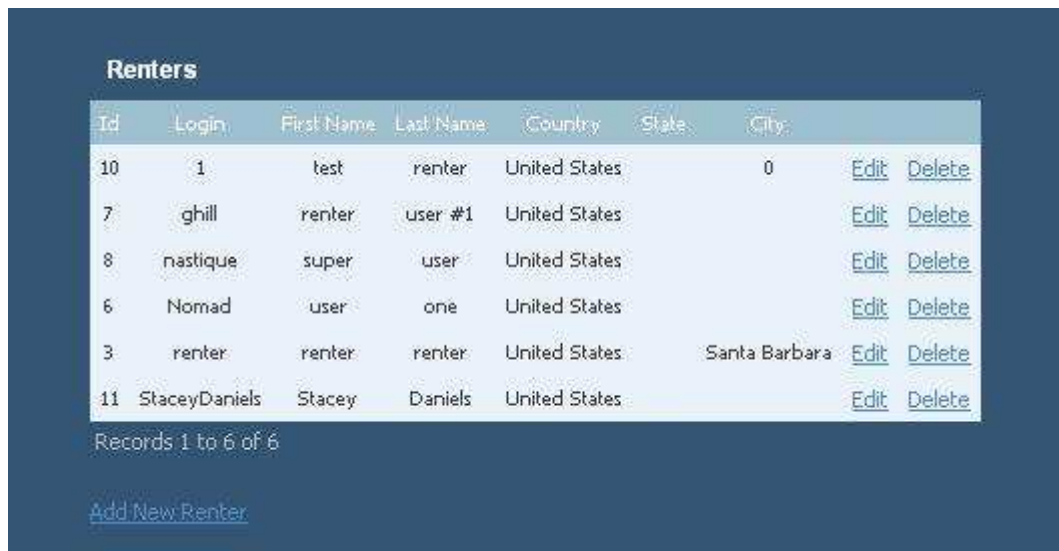
Reference:

Insert Record

Once finished, press “Insert Record” button to save car owner details.

Adding / Editing New Renter

iStateSoft Auto Manager has two options of adding renters: 1) A renter can register himself through the registration form at the start page (see Renter's Work Area Section); 2) Administrator can add a renter via his administration panel. To do this, administrator selects "Renters" in the left column menu, and then presses "Add a New Renter" link:



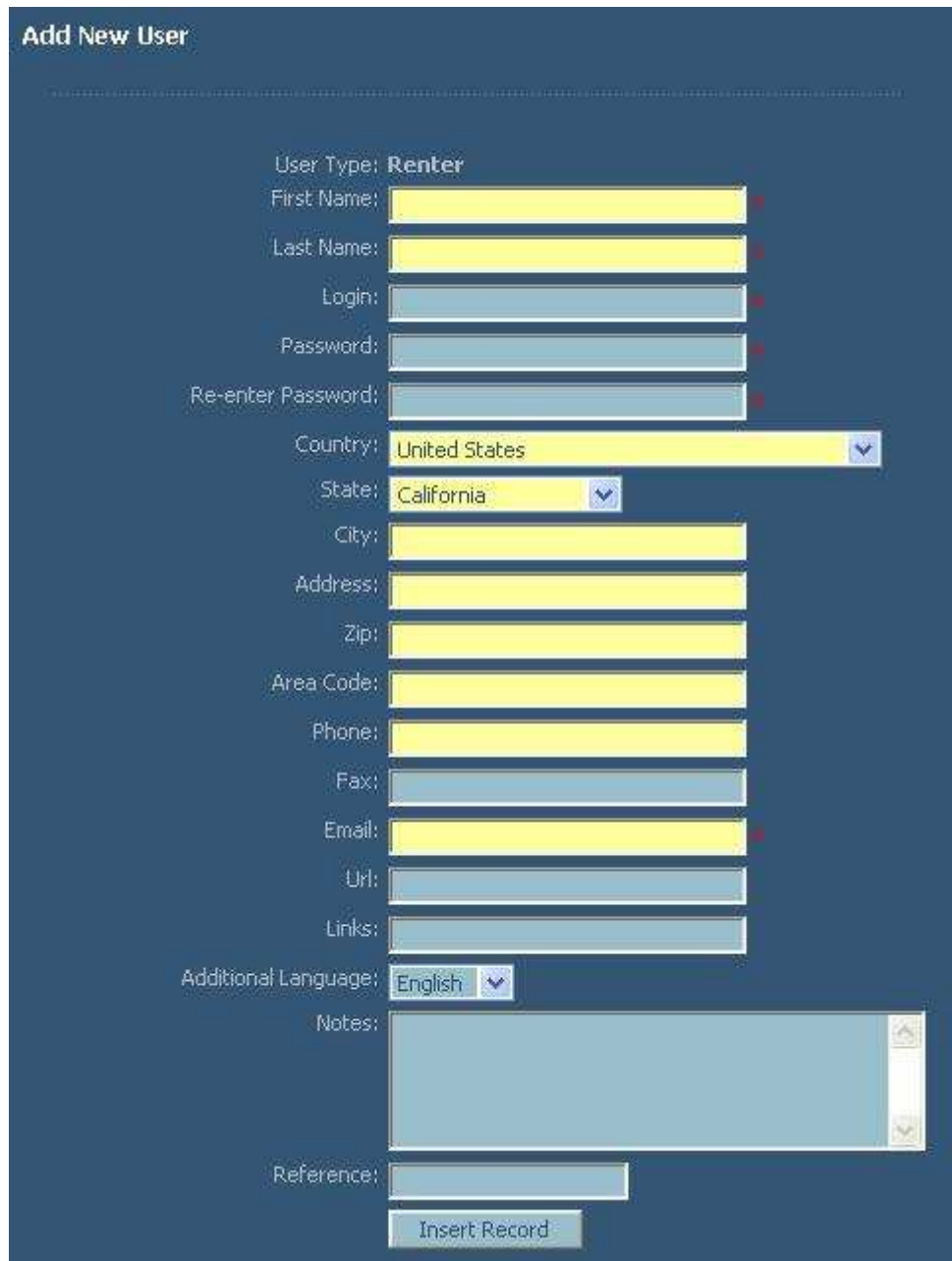
The screenshot displays a web interface for managing renters. At the top, there is a header titled "Renters". Below this is a table with columns: Id, Login, First Name, Last Name, Country, State, and City. The table contains six rows of data. Each row has "Edit" and "Delete" links at the end. Below the table, it says "Records 1 to 6 of 6". At the bottom, there is a link labeled "Add New Renter".

Id	Login	First Name	Last Name	Country	State	City		
10	1	test	renter	United States		0	Edit	Delete
7	ghill	renter	user #1	United States			Edit	Delete
8	nastique	super	user	United States			Edit	Delete
6	Nomad	user	one	United States			Edit	Delete
3	renter	renter	renter	United States	Santa Barbara		Edit	Delete
11	StaceyDaniels	Stacey	Daniels	United States			Edit	Delete

Records 1 to 6 of 6

[Add New Renter](#)

By clicking the link, administrator is taken to a New User Form:

The image shows a web form titled "Add New User" on a dark blue background. The form contains several input fields and dropdown menus. The "User Type" is set to "Renter". The "First Name" and "Last Name" fields are highlighted in yellow. The "Login" and "Password" fields are highlighted in light blue. The "Re-enter Password" field is also highlighted in light blue. The "Country" dropdown is set to "United States" and the "State" dropdown is set to "California". The "City", "Address", "Zip", "Area Code", "Phone", "Fax", "Email", "Url", and "Links" fields are highlighted in yellow. The "Additional Language" dropdown is set to "English". The "Notes" field is a large text area with a light blue background. The "Reference" field is highlighted in light blue. At the bottom right, there is a button labeled "Insert Record".

Add New User

User Type: **Renter**

First Name:

Last Name:

Login:

Password:

Re-enter Password:

Country:

State:

City:

Address:

Zip:

Area Code:

Phone:

Fax:

Email:

Url:

Links:

Additional Language:

Notes:

Reference:

Once finished, press “Insert Record” button to save renter details.

To edit the details of those renters, who registered themselves via a registration form on the start page, administrator selects “Renters” from the left column menu and clicks “Edit” link next to the renter, whose details he would like to edit. Then he is taken to the Edit Renter Page:

The screenshot shows a web form titled "Edit User's Information" on a dark blue background. The form contains the following fields and controls:

- User Type: **Renter**
- First Name:
- Last Name:
- Login:
- Password:
- Re-type Password:
- Address 1:
- Address 2:
- City:
- Country: (dropdown menu)
- Zip:
- Area Code:
- Phone:
- Fax:
- Email:
- Url:
- Additional Language: (dropdown menu)
- Notes:
-

Once the editing is finished, press “Update Record” button.

Reports

Reports are admin-only features. Reports can be on New Users, Expired Users, and Customer Payments. To access the reports, administrator selects “Reports” from left column menu.

- 1) New Users Reports.

New Owners

Date range (mm/dd/yy) from to

Date reg.	Date exp.	Customer	First Name	Last Name	User Name	City	Country	State	Plan
05/19/06	06/18/06	11	Stacey	Daniels	StaceyDaniels		United States		DELUXE CAR AD
05/19/06	08/17/06	12	Stacey	Daniels	kedra	City	United States		Vip Car Listing
05/05/06	03/29/14	9	owner	owner	2	0	United States		Vip Car Listing
05/05/06	03/30/10	10	test	renter	1	0	United States		DELUXE CAR AD
03/15/06	03/30/10	8	super	user	nastique		United States		DELUXE CAR AD
03/03/06	03/30/10	7	renter	user #1	ghill		United States		DELUXE CAR AD
02/28/06	03/30/10	1	Charlie	Root	root	00	United States		DELUXE CAR AD
02/28/06	03/30/10	3	renter	renter	renter	Santa Barbara	United States		DELUXE CAR AD
02/28/06	03/30/10	4	test	user #3	test3@test.com	0	United States		Vip Car Listing
02/28/06	03/30/10	5	test	user #2	test2@test.com	0	United States		Vip Car Listing

Records 1 to 10 of 11

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[Print](#) [To Word](#) [To Excel](#)

2) Expired Owners

Expired OwnersDate range (mm/dd/yy) from 06/01/04 to 06/26/06 [Show](#)

Date reg.	Date exp.	Customer	FirstName	LastName	UserName	City	Country	State	Plan
05/19/06	06/18/06	11	Stacey	Daniels	StaceyDaniels		United States		DELUXE CAR AD

Records 1 to 1 of 1

[Print](#) [To Word](#) [To Excel](#)

3) Customer Payments

Customer PaymentsDate range (mm/dd/yy) from 06/01/05 to 06/26/06 [Show](#)

dt	Amount, USD	Car	Customer ID	First Name	Last Name
06/15/06	45000	2005 Lamborghini Concept S	9	owner	owner
05/06/06	46500	2005 Lamborghini Concept S	9	owner	owner
05/06/06	46500	2005 Lamborghini Concept S	9	owner	owner
05/06/06	46500	2005 Lamborghini Concept S	9	owner	owner
05/06/06	45000	2005 Lamborghini Concept S	9	owner	owner

Records 1 to 5 of 5

[Print](#) [To Word](#) [To Excel](#)

Each report can be exported to Word or Excel format for local storage. For this, use “To Word” and “To Excel” links below the reports table.

You may also print the reports for accounting or tracking purposes. For this click “Print” link below the reports table.

Help Center

Help Center is available for all users of the system: car renter, car owner and administrator. All users see the following general menu at the left corner of the screen:



Whenever car owner or renter needs more information, have a question or need help, he/she can address FAQ section of the web site:

Frequently Asked Questions

[Can I access and update my iStateSoft Auto Manager listings from my computer at home?](#)

[Can iStateSoft Auto Manager be tailored to meet my unique business requirements?](#)

[Do I need to have computer knowledge to use iStateSoft Auto Manager?](#)

[Do you have a demo version?](#)

[Do you offer technical support for iStateSoft Auto Manager?](#)

[Does a User Manual come with the software?](#)

[How can I charge the members of my site for car rental listings?](#)

[How can I track my site activities/ statistics?](#)

[How easy is to merge iStateSoft Auto Manager with existing sites?](#)

[How long has iStateSoft Auto Manager been available on the market?](#)

[How many cars can I track in iStateSoft Auto Manager?](#)

[How many photos and movies can I upload?](#)

[How much control does a site administrator have over the car owners and car renters?](#)

[This FAQ didn't help me, Whom shall I refer to on support-related issues?](#)

[What are the minimum system requirements for iStateSoft Auto Manager?](#)

[What if I'm having trouble installing it? Setting it up?](#)

[Why iStateSoft Auto Manager?](#)

[Will you be adding any new features in the future?](#)

[This FAQ didn't help me, Now what do I do?](#)

[Can I access and update my iStateSoft Auto Manager listings from my computer at home?](#)

Yes, you can access and update your listings from any computer in the world; all you need is to be connected to the internet and your valid personal password.

[top](#)

[Can iStateSoft Auto Manager be tailored to meet my unique business requirements?](#)

Yes, iStateSoft Team will be glad to customize the product if you need additional functionality. Contact us to discuss your ideas.

[top](#)

[Do I need to have computer knowledge to use iStateSoft Auto Manager?](#)

If you feel you might need additional training from our side, our consultant will gladly help you to master it. So far, we have one customer out of 10 who needs some training. Normally, users do not have any problems with it and find the program easy-to-use and intuitively understandable.

[top](#)

[Do you have a demo version?](#)

Yes, we have an online demo available. If you would like to test the iStateSoft Auto Manager online demo, you can view it at:

<http://www.istatesoft.com>

[top](#)

The FAQ section is easy to customize. To add a frequently asked question and answer to the FAQ list, administrator goes to Help Desks and clicks “Add New Item” link:

Help Desks

Section: **FAQ** [View](#)

Question	Answer	
Can I access and update my iStateSoft Auto Manager listings from my computer at home?	Yes, you can access and update your listings from any computer in the world; all you need is to be connected to the internet and your valid personal password.	Edit Delete
Can iStateSoft Auto Manager be tailored to meet my unique business requirements?	Yes. iStateSoft Team will be glad to customize the product if you need additional functionality. Contact us to discuss your ideas.	Edit Delete
Do I need to have computer knowledge to use iStateSoft Auto Manager?	If you feel you might need additional training from our side, our consultant will gladly help you to master it. So far, we have one customer out of 10 who needs some training. Normally, users do not have any problems with it and find the program easy-to-use and intuitively understandable.	Edit Delete
Do you have a demo version?	Yes, we have an online demo available. If you would like to test the iStateSoft Auto Manager online demo, you can view it at: http://www.istatesoft.com	Edit Delete
Do you offer technical support for iStateSoft Auto Manager?	Yes, we provide 30 days of free technical support for iStateSoft Auto Manager. If you need further support, we will be glad to discuss it.	Edit Delete
Does a User Manual come with the software?	You may always download User Manual from iStateSoft web site and save it locally for further using.	Edit Delete
How can I charge the members of my site for car rental listings?	You may charge your owners for membership, for including their vehicle into the «Featured Cars» column, for additional photo adding, for movie adding, etc. Other ideas are welcomed : -).	Edit Delete
How can I track my site activities/ statistics?	iStateSoft Auto Manager includes several kinds of Reports: New Owners, Expired Owners, Customer Payments. They are available right on the web site in the administration panel. You may also print the reports. «Rental History» area allows you or your site member	Edit Delete
How easy is to merge iStateSoft Auto Manager with existing sites?	iStateSoft Auto Manager can be seamlessly integrated into your existing web site. Contact us if you need assistance on it.	Edit Delete
How long has iStateSoft Auto Manager been available on the market?	iStateSoft Auto Manager was first presented in 2003 as a searchable database for different kinds of listings. Then we added the specific functionality so that it could be perfectly suitable for vehicle rentals. From that moment on, it has been constantly added with new features. Due to our customers	Edit Delete

Records 1 to 10 of -1 [>](#) [>>](#)

[Add New Item](#)

Once clicked, “Add New Item” link returns the form to be filled in:

Section: **FAQ**

Question:

Answer:

You input of 8000 characters.

Once filled in and saved, the info gets to the FAQ section.

Troubleshooting

Both an owner and a renter have “Tickets” menu in their accounts. If clicked, this menu returns the “Trouble Tickets” page, where all the renter’s tickets (owner’s responses) are stored. To add a new ticket, a renter clicks “Add New Ticket” Link below the table. A renter sees the following form:

Add new ticket

Respondent:

Category:

Priority:

Subject:

Message:

An owner can then respond to this ticket from his account.

NOTE: A renter can send tickets to a car owner, if a renter's inquiry, made earlier, has been confirmed by a car owner.

All the tickets sent to a cart owner are stored in a renter's account:

Trouble Tickets							
Respondent: <All>		☐ Show closed					
ID	Respondent	Category	Subject	Priority	Closed	Entered	
1	Charlie Root	Information Inquiry	123	Important	No	13.03.2006 13:29:22	View Close
3	Charlie Root	Information Inquiry	Can I access?	Important	No	30.06.2006 14:57:24	View Close
4	Charlie Root	Information Inquiry	Does a User Manual?	Important	No	30.06.2006 14:59:32	View Close
6	Charlie Root	Information Inquiry	How easy is to merge?	Important	No	30.06.2006 15:00:14	View Close
7	Charlie Root	Information Inquiry	How long?	Extremely Important	No	30.06.2006 15:00:43	View Close
8	Charlie Root	Information Inquiry	How much control does a site administrator?	Low	No	30.06.2006 15:01:06	View Close